



City of Alamo Heights Police Department
6116 Broadway
Alamo Heights, Texas 78209

JOB ANNOUNCEMENT March 17, 2008

JOB TITLE: Police / Fire Telecommunications Operator

SALARY RANGE: \$24,494.40 - \$36,741.60 (depending on qualifications, training & experience)

GENERAL JOB DESCRIPTION:

The position of Police Telecommunications Operator requires that the applicant have the aptitude for working under stressful conditions during times of emergency while multi-tasking job related activities. This specialized position requires that Police / Fire Telecommunications Operators handle multiple communication venues (radio, telephone, 911) and direct emergency service personnel, often times simultaneously. In addition to this multi-tasked challenge, telecommunications operators must have calm demeanor and good speaking skills to properly interrogate callers and get pertinent information needed by responding emergency service personnel.

PRIMARY DUTIES:

- Receive emergency and non-emergency telephone calls for service
- Deploys field personnel according to need and priority of the request for service
- Maintains constant status of field units and updates dispatch information utilizing the computer assisted dispatch systems
- Runs vehicle registration and stolen vehicle checks
- Runs warrants and missing person checks on subjects
- Operates computer keyboards and radio console equipment
- Elicits, remembers, and accurately records vital information
- Verifies driver's license identity, or vehicle ownership for patrol officers

KNOWLEDGE / SKILLS / ABILITIES:

- Knowledge of basic telephone techniques and public relations
- Ability to learn dispatch office procedures, practices and equipment
- Ability to learn geographic features and streets within area served
- Ability to learn applicable departmental procedures and policies related to proper police response, emergencies, etc.
- Ability to learn various types of computer formats and codes necessary to access, manipulate and relay information
- Ability to learn standard radio broadcasting procedures
- Ability to work under pressure, exercise good judgment and make sound decisions in emergency situations
- Ability to operate dispatch and office equipment
- Ability to establish and maintain effective working relationships with those contacted in the course of work
- Ability to communicate clearly and effectively, both verbally and in writing

EDUCATION REQUIREMENTS:

- High School Diploma or a General Education Development (GED) Certification
- TCIC/NCIC Certification or receive certification within one year of employment
- Current and valid Telecommunications Operator Certification or receive certification within one year of employment

PHYSICAL DEMANDS AND WORKING CONDITIONS:

Physical requirements include occasional lifting/carrying of 5 pounds; visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment. Subject to sitting, standing, reaching and walking to perform the essential functions. Working conditions are primarily inside an office environment. Prolonged confinement to the immediate work area is required.

Persons interested in the position of Police/Fire Telecommunications Operator and having the necessary experience and skills may apply by downloading an application from the City web site or pick an application up from the Police Administrative Office, 6116 Broadway, between the hours of 8:00 am and 5:00 pm. Please direct any questions to Judie Surratt at (210) 882-1503.

Applications will be accepted for this employment opportunity until vacant positions are filled.